ISOROC Ognioochronne izolacje	QUALITY FORM	FJ 8.3-3/03
	NOTICE OF COMPLAINT NO.	Page 1 of 1

To be completed by ISOROC:

Register no. _____

Date of receipt _____

CLAIMANT

_____
Company name

_____
Osoba kontaktowa, bezpośredni telefon, adres e-mail

SUBJECT OF THE COMPLAINT

_____
Product name

_____
Place and date of delivery

_____
Delivery document (name, number, date)

DESCRIPTION OF THE COMPLAINT

Date: …….. **…….**
(name and surname of the person representing the claimant)

PRINT

Annex to the notice of complaint—Disclosure obligation towards customers submitting complaints (please do not print and do not attach to the submitted complaint)

The Controller of your personal data is ISOROC POLSKA S.A. with its registered office in Nidzica, ul. Leśna 30, 13-100 Nidzica, e-mail nidzica@isoroc.pl, telephone number: 89 625 03 00, entered into the Register of Entrepreneurs of the National Court Register under the number: 0000476683, with the NIP no. [*Tax Id. No.*]: 5272435536, REGON no. [National Business Registry Number]: 015741851, with the share capital: PLN 32,673,470.00, whose registration files are kept in the District Court in Olsztyn, 8th Commercial Division of the National Court Register.

You have the right of access to your personal data, the right to rectification, the right to erasure, the right to restrict processing of your personal data and the right to object to the personal data processing.
Moreover, if the data are unlawfully processed, you have the right to file a complaint with a supervisory body. In Poland, the supervisory body is the President of the Personal Data Protection Office.

Your personal data shall be processed for the following purposes:

1. to examine your notice of complaint and analyse its causes,
2. to exercise your powers related to the right to submit a complaint,
3. marketing purposes, that is studying customer satisfaction related to complaint procedure and, on the basis of your additional consent, also via messages sent to my email address.

You shall not be subject to a decision which is based solely **on automated processing, including profiling,** and has legal effects on you or affects you substantially in a similar way.

Provision of such data is voluntary. However, refusal to provide the data will result in failure to examine the complaint.

The legal basis for processing of your personal data are article 6 paragraph 1 point b), c) and f) of the Regulation of the European Parliament and of the Council (EU) 2016/679 of 27.04.2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation). **The legitimate interest** of the Data Controller is marketing of own products, optimisation of the complaint procedure and conducting the study of customer satisfaction related to the complaint procedure.
If you agree to receive marketing messages to the specified email address, the legal basis shall be also article 10 of the Act of 18.07.2002 on provision of services by electronic means and article 172 of the Telecommunications Act of 16.07.2004.

The recipients of your personal data may be:

a. entities from the Saint-Gobain Group,
b. entities delivering and operating the software used for processing complaints,
c. entities studying the level of your satisfaction as a Customer,
d. suppliers or manufacturers of products claimed to be defective,
e. entities providing courier and postal services as well as transport companies,
f. entities supporting identification of complaints, including expert witnesses, research institutes, certification centres,
g. suppliers of IT tools required for the complaint procedure,
h. hosting providers.

In consideration of the fact that the Data Controller established equity relationship between companies from the Saint-Gobain Group, whose registered offices are outside Europe, your personal data may or will be transferred outside the European Economic Area to the extent necessary for the purpose of carrying out the activities by the Data Controller, including IT tools supplied and used by the Data Controller also to the countries which have not been considered by the European Commission to have appropriate level of personal data protection.
Your personal data may be transferred, for example, to the United States on the basis of Implementing Decision of the European Commission dated 12.07.2016 which established a Privacy Shield. The data shall be transferred only to the entities certified within the scope of such decision, which requires them to protect your personal data in an appropriate manner. In all other respects, they shall be transferred especially on the basis of standard contractual clauses approved by a decision of the European Commission.

Your personal data will be processed for:

1. the time necessary to process a complaint and the time necessary to demonstrate that their rights are rightly exercised. This period corresponds to the period of limitation for claims,

2. the time of carrying out marketing activities by the Data Controller or until receiving your objection to further processing of the personal data for marketing purposes, or withdrawal of consent to sending messages to my email address.

You have the right to object to processing of your personal data if the Data Controller processes them:

1. on the basis of other legitimate interests. In such case, you may object for reasons related to your specific situation.